

From: [REDACTED] >
Sent: Friday, February 19, 2021 10:51 PM
To: Mary T. Barra <mary.barra@gm.com>
Subject: [EXTERNAL] Poor Chevy Customer Service Experience

ATTENTION: This email originated from outside of GM.

Hi,

I'm the owner of a 2017 Chevrolet Volt. It's currently at the dealer for a bad BECM, EGR valve and cooler. I was told that the BECM is covered under Volttec while the EGR valve and cooler aren't covered under the emissions warranty and would cost over a \$1000 to have it repaired. I have called your Chevrolet customer service line and I was told the EGR valve and cooler would be covered but a senior advisor would reach out on Friday (Today) and nobody has reached out. My case number is [REDACTED]. This is my first GM car and the quality of car is a turn off. 55,000 on the car and it has a plugged up EGR valve and cooler. Doesn't make sense, it's a 4-5 year old car. I regret buying this car with all the problems it's having. I've been an avid buyer of Toyota and Subaru but I really wanted an EV and plus it had a gasoline backup. It was the perfect choice but issues like this make me not want to buy a GM car. The dealer has gave me good service and provided a loaner car while it's in the shop. Though the \$1000 price tag for the repair isn't very appealing. I hope you can help me. I was looking at purchasing a Chevy Bolt but with the poor experience I can't say I'd purchase another GM car. Especially if the warranty wouldn't be honored when something breaks. I hope my situation can be rectified. I look forward to hearing back from you or a member of your team.

Thank you,

[REDACTED]